



Memorandum

To: Provost and Chief Academic Officers

From: Paula Compton, Associate Vice Chancellor

Date: April 9, 2021

Subject: Institutional Student Appeals

Background

Senate Bill 268 and Amended Substitute House Bill 111 directed the Ohio Department of Higher Education (ODHE) to develop and implement a statewide Articulation and Transfer Policy. The course appeals process is described throughout the Ohio Articulation and Transfer Network (OATN) policy manual to provide guidance to students, as well as institutions on processes. Key areas of importance include:

- A multi-level, broad-based appeal process shall be publicized and in place at each institution. When notifying a student of the results of the official transcript evaluation of his/her transfer and articulated credits, the receiving institution shall provide the student with a written statement of transfer and articulated credit applicability. At the same time, the institution must inform the student of the institution's appeals process, should he/she wish to contest the evaluation. A student disagreeing with the application of transfer and articulated credit by the receiving institution must file his/her appeal in writing within ninety (90) days of receipt of the statement of transfer and articulated credit applicability. The institution shall respond to the appeal within thirty (30) days of receipt of the appeal at each appeal level.
- Students are encouraged to seek information and advice from both the sending and receiving institutions and to know appeal process procedures regarding transfer course decisions made by receiving institutions.
- Students may appeal decisions made by institutions regarding the acceptance and application of credit through a multi-level campus appeals process, about which each institution is required to notify students. Effective January 1, 2015, all public institutions of higher education shall also establish an appeals procedure for students who are veterans or service members for resolving disputes regarding the awarding of college credit for military training, experience, and coursework

Facilitating Transfer

In recent efforts to better facilitate transfer, it was found that students and faculty may be unaware of transfer initiatives or have experienced difficulty with credit acceptance. Therefore, to eliminate transfer issues, at the fall 2019 OATN Oversight Board meeting it was recommended by the board that further

emphasis on the appeals process for transfer credit is required. A two-pronged approach has been proposed by the Oversight Board that will identify transfer issues, this includes:

1. Inclusion of an institutional point person and their contact information for student appeals to be included on transfer evaluation forms or within admissions information.
2. Each semester institutions will conduct a self-evaluation or audit on their curriculum and transfer information utilizing and reviewing student appeals.

Upon review, institutions will report appeal issues to the Ohio Department of Higher Education, Ohio Articulation and Transfer Network through survey distribution. This two-pronged approach will allow the OATN to identify where problems lie and to continue improving student transfer efforts.

What we need from you

If your institution has yet to identify an institutional point person(s) and included their contact information for transfer course appeals on evaluation forms or admissions information, please work to accomplish this request.

Please work with the appropriate individuals on your campus to complete the Spring 2021 credit transfer/articulation appeals reporting survey **on or prior to May 31, 2021**.

The attached PDF copy of the survey is for reference only. We are collecting only **one** response per institution. Institutional responses can be submitted at: <https://www.surveymonkey.com/r/YNC8FMV>

To better assist institutions with end of semester survey completion, an appeals reporting tracker has been created. This tracker is optional to use as you wish and acts as a resource tool only.

We sincerely appreciate your continued help and support as we work together to better serve the students of Ohio. Should you have any questions on the end of semester survey or tracker please contact Mitch Wilson, Director of Articulation and Transfer Technology Initiatives at 614.725.9538 or mwilson@highered.ohio.gov. Questions on policy can be directed to Jessi Spencer, Director of OATN Policy, Budget and Constituent Relations at 614.728.4706 or jspencer@highered.ohio.gov.

Attachments (4)